

# HELPING WOMEN FROM OTHER CULTURES

## *Keys to Communication and Understanding*

In our increasingly diverse community, service providers and front-line workers regularly are called upon to assist women from many cultural backgrounds, some of whom have limited English proficiency. In this workshop, you will learn the following:

- Effective ways to meet the customer service needs of a multicultural clientele
- How verbal and non-verbal communication is affected by cultural and language barriers
- Practical dos and don'ts when working with women from other cultures



*Courtland Lee, Ph.D.*

**Dr. Courtland Lee** is a professor and the Director of the Counselor Education Program at the University of Maryland at College Park. He teaches courses on multicultural issues in counseling and personnel services and is the president-elect of the International Association for Counseling.

**Friday, April 28, 2006, 8:30 a.m. – noon**  
(Check -in & continental breakfast 8:30 – 9 a.m.)

*Montgomery County Commission for Women*

### **Counseling & Career Center**

401 N. Washington Street, Suite 100  
Rockville, MD 20850

**Cost: \$30, payable at registration.**

To register and pay or for more information,  
go online at **[www.montgomerycountymd.gov/cfw](http://www.montgomerycountymd.gov/cfw)**,  
or call 240-777-8300 or 301-279-1034 (TTY) (credit cards accepted),  
or mail in the attached registration form (check or money order accepted).

Certificates of attendance will be provided. Continuing education hours for counselors and social workers available upon request.

## MAIL-IN REGISTRATION

### Helping Women from Other Cultures

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**Friday, April 28, 2006**

**8:30 a.m. - noon**

Detach and send this completed form and a check or money order for **\$30**, payable to Montgomery County Government, to:

Attention: Susan Koenig, Registrar  
Montgomery County Commission for Women  
Counseling & Career Center  
401 N. Washington Street, Suite 100  
Rockville, MD 20850

Name \_\_\_\_\_

Position / Degree \_\_\_\_\_

Agency/affiliation \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phones: **Message OK?**

Work \_\_\_\_\_ Yes No

Home \_\_\_\_\_ Yes No

Cell \_\_\_\_\_ Yes No

**To request a special accommodation:**

Please call as far as possible in advance, but not less than 5 days before the event.

**Alternate brochure format available:**

Call 240-777-8300 (voice), 301-279-1034 (TTY).

## DIRECTIONS

### Driving from I-270:

- Exit at Rte. 28, go east on W. Montgomery Avenue toward Rockville.
- Turn left at second traffic light to continue on W. Montgomery Avenue.
- Turn left onto N. Washington Street.
- Go four blocks to 401 N. Washington Street. The building is on your right. We're on the lobby floor in Suite 100.
- Free parking is available.

### Taking the bus or METRO:

- Ride On: 45, 46, & 55
- Metro: Q2

### Walking from the Rockville Metro station:

- Turn right onto Hungerford Drive (Rte.355)
- Walk approximately three blocks north toward our building with the address, 401 N. Washington Street, on the front.
- At the traffic light near Maxim's Supermarket, cross Hungerford Drive (Rte. 355).
- The entrance to our building is midway between Hungerford Dr. and N. Washington Street.
- We're on the lobby floor in Suite 100.